

## CONFERENCE USER GUIDE

Thank you for choosing Digital Island teleconferencing. Below are the National and International access numbers and full instructions for using the service.

The Digital Island teleconferencing service is available for use 24 hours a day, 7 days a week.

| NZ ACCESS NUMBERS |               | INTERNATIONAL ACCESS NUMBERS |               |        |               |
|-------------------|---------------|------------------------------|---------------|--------|---------------|
| National access   | 0800 115 763  | Australia                    | 1800 147 477  | Canada | 1877 605 3505 |
| Local access      | (09) 302 0210 | USA                          | 1888 891 6274 | UK     | 0800 085 1253 |

Please see the second page of this guide for additional international access numbers. International access pricing varies by country, please call 0800 999 010 for details.

### Instructions for joining a conference call:

1. Dial the access number for the country where you are located.
2. At the prompt enter your pass-code, followed by #
3. At the prompt state your full name, you will be advised of your participant number
4. Those participants already on line will hear a single tone as you enter the conference

### The following functions are available any time during the conference:

|                              |     |  |      |
|------------------------------|-----|--|------|
| <b>Conference Assistance</b> |     | <b>Security</b>  |      |
| Help Menu                    | *1  | Turn security code on / off                                      | *31  |
| Operator Assistance          | *0  | Hear participant count   | *91  |
| <b>Volume</b>                |     | Hear roll call   | *92  |
| Increase conference          | *4  | Disconnect all lines   | *93  |
| Decrease conference          | *7  | Lock or unlock conference  | *94  |
| Increase your voice          | *5  | <b>Record for Playback</b>                                       |      |
| Decrease your voice          | *8  | To record your conference  | *22  |
| <b>Mute</b>                  |     | You will be emailed instructions on how to access your playback. |      |
| Mute or un-mute your line    | *6  | <b>Subconferences</b>  |      |
| Mute all participants        | *96 | Initiate subconference   | *21  |
| Un-mute all participants     | *97 | Join subconference   | #1-9 |
| <b>Call Someone</b>          |     | Return to main menu  | ##   |
| Dial out to add participants | *95 | Facilitator returns all to main                                  | #0   |

Please note: only the person running the conference should join using the Moderator Pass-Code. The two-digit controls can only be done by callers using the Moderator pass-code.

Our Customer Services Team is available on [customer.services@digitalisland.co.nz](mailto:customer.services@digitalisland.co.nz) or 0800 999 010.

If you require assistance during your conference call press \*0 to reach our Client Support Centre. This will only transfer the person requesting help out of the call, and will not disrupt the conference.

**\* the smart choice for business phones and internet**

## CONFERENCING ACCESS NUMBERS

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|                                     |                    |                 |
|-------------------------------------|--------------------|-----------------|
| <b>New Zealand Access Numbers</b>   | National toll free | 0800 115 763    |
|                                     | Local access       | (09) 302 0210   |
| <b>International Access Numbers</b> | Australia          | 1800 147 477    |
|                                     | Belgium            | 0800 793 96     |
|                                     | Canada             | 1877 605 3505   |
|                                     | Chile              | 800 361 380     |
|                                     | Denmark            | 80 88 38 39     |
|                                     | France             | 0800 915 766    |
|                                     | Germany            | 0800 180 2243   |
|                                     | Hong Kong          | 800 900 323     |
|                                     | Indonesia          | 008 800 610 005 |
|                                     | Ireland            | 1800 552 646    |
|                                     | Israel             | 1800 926 1002   |
|                                     | Italy              | 800 783 656     |
|                                     | Japan              | 005 3161 0046   |
|                                     | Netherlands        | 0800 0232 870   |
|                                     | Portugal           | 800 819 753     |
|                                     | Singapore          | 800 616 1737    |
|                                     | South Africa       | 0800 993 534    |
|                                     | South Korea        | 0030 861 0058   |
|                                     | Sweden             | 020 796 723     |
|                                     | Switzerland        | 0800 835 031    |
| Taiwan                              | 00801 23 2333      |                 |
| Thailand                            | 001 800 6121 266   |                 |
| United Arab Emirates                | 800 017 4921       |                 |
| United Kingdom                      | 0800 085 1253      |                 |
| United States of America            | 1888 891 6274      |                 |

**Please note:** We can provide a local access number for China, India & Malaysia, but this is on a per-request basis and must be ordered in advance.

Additional country access numbers may be available on request. International access pricing varies, please call 0800 999 010 for details.

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